

Employee Therap App User Guide (Apple & Android)

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Therap App



(Download the app from the Google Play or iOS App Store)

Login: firstnamelastname

Initial Password: 123456

New Password: _____

Provider Code: LCLLC-UT

Login User Name: _____

Most login user names are the first name last name, of the employee, all together and lowercase.

The initial password is: 123456

After signing in the first time, the app will require your employee to create a new password. New passwords will need at least 6 characters.

Record the new password in a safe location:

Allow location-based settings for the app to record the address.

Set up Password Recovery

Go to therapservices.net and click **Secure Login** on the top right corner.

Log into Therap with your login name, password and provider code.

Click on the Settings Tab (left column), on the Self Password Reset line, click Configure.

To Do	My Settings	
Admin	Personal Details	Edit
Agency Reports	Self Password Reset	Configure
Settings	Super Admin List	View
	Password	Change

You will be asked to enter your current password.

Please enter your password before proceeding

Password

Back Verify

Click the Blue Verify button, after entering your current password to continue.

Self Password Reset Configuration

Email

Phone/Text Message Email

Cancel Update

Enter your email address and click update.

Therap will send a recover password email to this account in case you forget your password.

Once Self Password Reset is set up, you can use the Forgot Password link on the Therap login page.

You will be prompted to enter your login name, provider code (LCLLC-UT), and email address, and a code will be sent to your email that will allow you to change your password.

If you encounter problems logging in or using Therap, please contact our office.

If the employee lives at the same address as the client, you can opt out from using Therap and EVV.

➔ The employer must submit the EVV Live In Exemption Form to our office before the employee can qualify for the exemption.

Go to leonardconsultingllc.com to download the exemption form and this instruction booklet as a PDF.

Apple (iOS)

How to use the Therap App

Log into the app, at the start and end of each shift, using the login information and agree to the Timesheet Certification Disclosure.



Signup Agreement

Timesheet Certification Disclosure 2021

I certify, under penalty of removal from the program, prosecution and repayment of funds, that this is an accurate record of services provided. I also agree to previously established rate(s) of pay.

callen

••••••••

DEMO-TH

Login

[I Disagree](#)

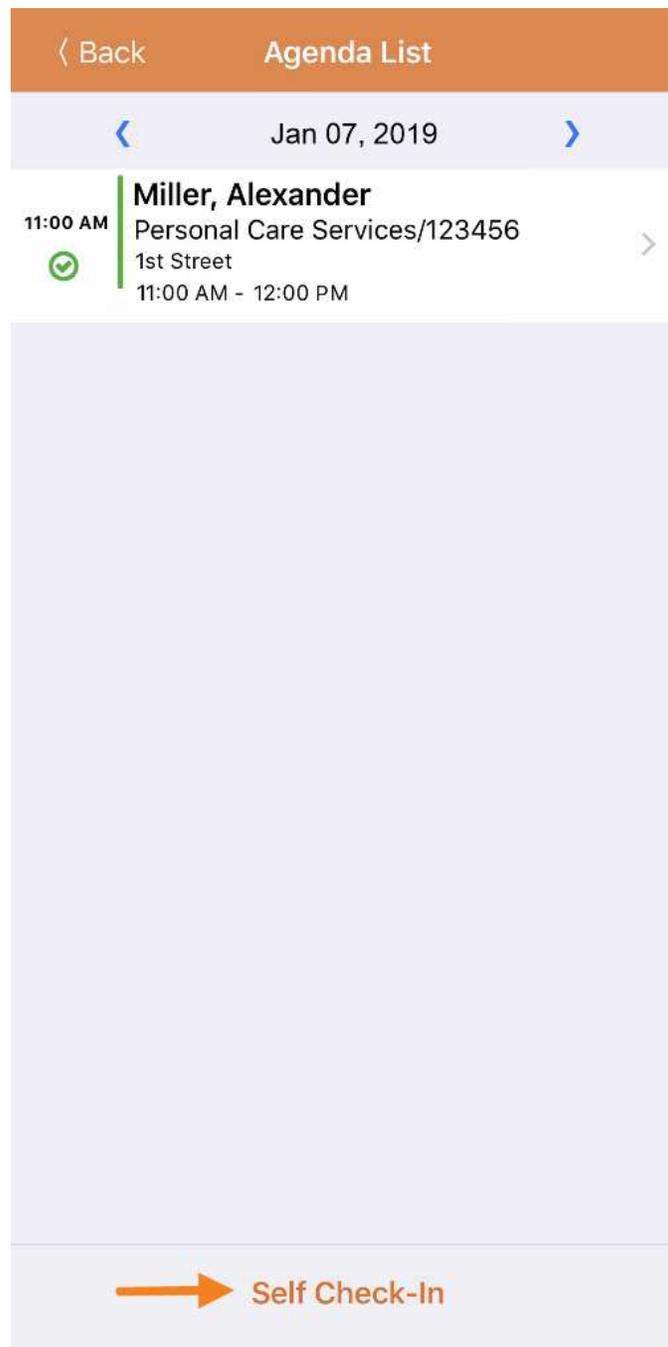
[I Agree](#)

Location settings must be enabled on the mobile device you are using.

On the main menu select: **Scheduling/EVV**>

Dashboard Initial		Logout
T-Log		>
ISP Data		>
MAR		>
Scheduling/EVV		>
Password Reset		>

At the bottom of the next screen,
click: “Self Check-In”



The app will auto-fill the Start Date & Time.

The screenshot shows a mobile application interface for 'Self Check-In'. At the top, there is an orange navigation bar with a back arrow, the title 'Self Check-In', and a 'Next' button. Below the navigation bar, a light blue bar indicates the 'STAFF TIME ZONE: US/EASTERN'. The main content area consists of several rows, each with a label on the left and a value on the right, followed by a right-pointing chevron icon. The rows are: 'Start Date' with '03/21/2019 02:30 PM'; 'End Date' with '03/21/2019 03:30 PM'; 'Individual' with 'Alexander Miller'; 'Program' with '1st Street (Day care)'; 'Service' with 'Personal Care Assistance/ T1019 [Day: 1.0 Units, Week: 1.0 Units]'; 'Staff' with 'Charles Allen / Direct Support Professional'; and 'Billable' with a green toggle switch that is currently turned on. Below the 'Billable' row is a large, empty light blue rectangular area.

Field	Value
Start Date	03/21/2019 02:30 PM
End Date	03/21/2019 03:30 PM
Individual	Alexander Miller
Program	1st Street (Day care)
Service	Personal Care Assistance/ T1019 [Day: 1.0 Units, Week: 1.0 Units]
Staff	Charles Allen / Direct Support Professional
Billable	<input checked="" type="checkbox"/>

An End Time is auto filled, but only as a placeholder.

Click **Individual**>

Select your client from the list.

Click **Program**>

Select Leonard Consulting LLC.

Click **Service**>

Select the Service Code you will work.

Click “Next” (Top Right corner)

and verify the address.

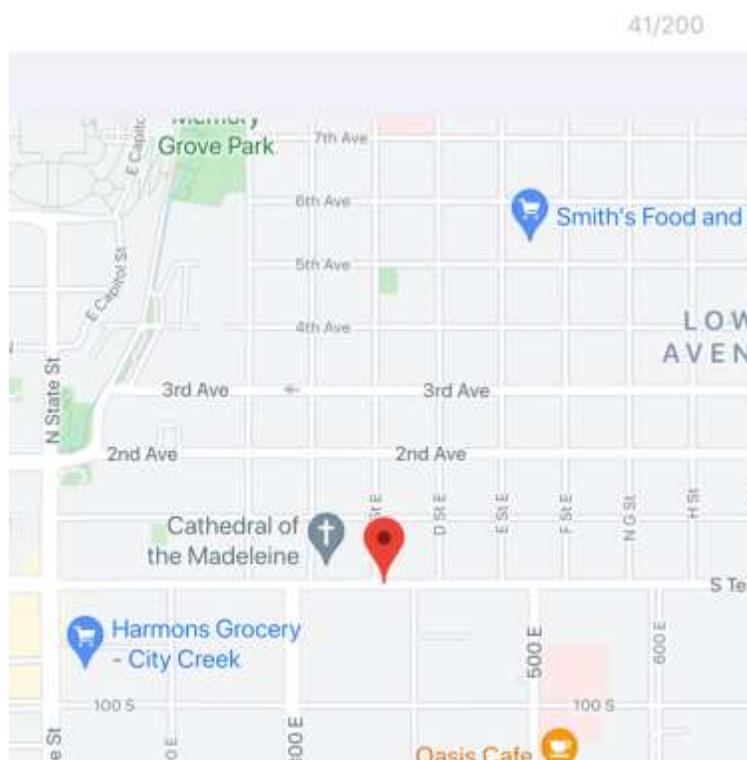
Click submit to record the address.

NOTE: If the address is not showing, please see the FAQs at the end of this guide.

< Back Self Check-In Submit

Location 399-351 South Temple, Salt Lake City, UT 84111, USA >

Use Check In Comment if checking in late

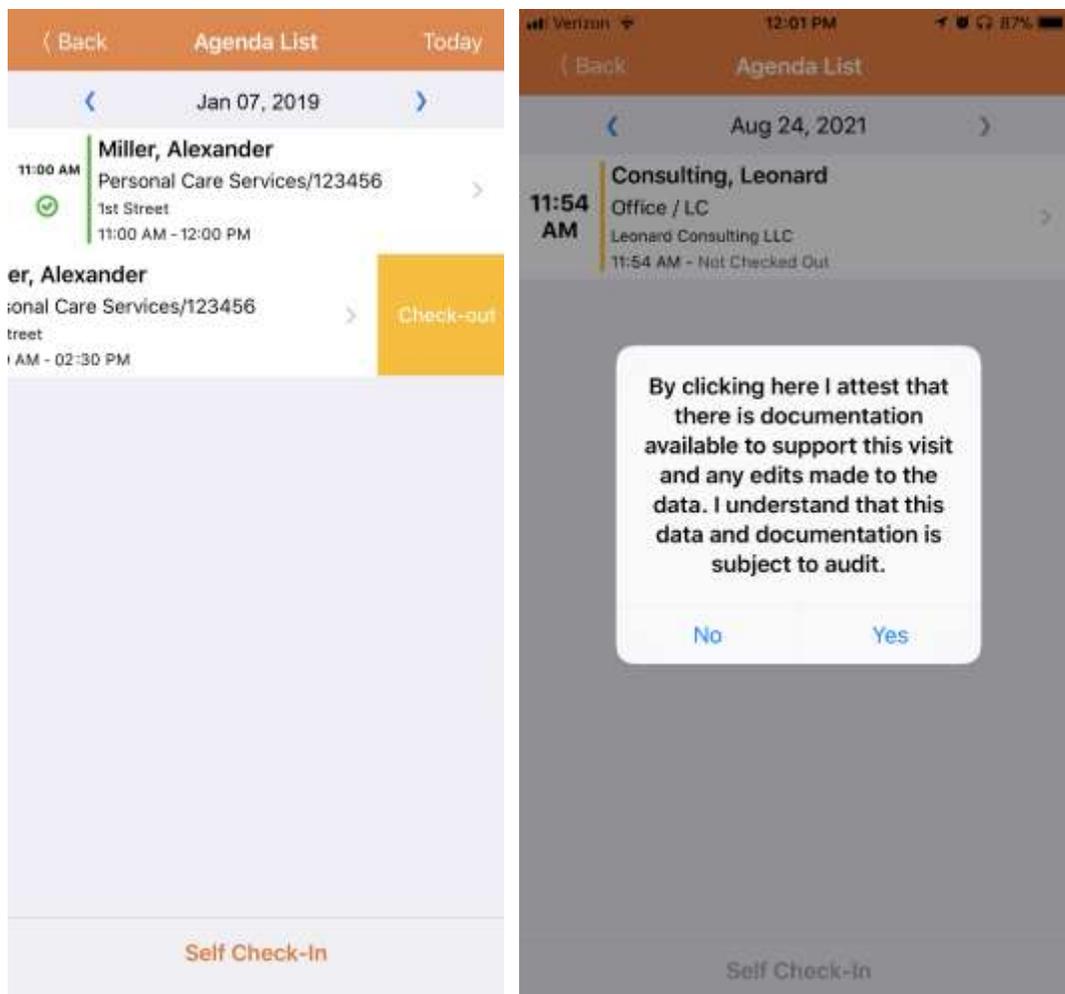


The message will appear:

“Check-In has been successful”

To Check-Out: Log into the app.

Swipe left on the time entry to check out and click Yes to agree to the Attestation notice.



On the next screen you will see the check-out location, and a Comment box. -

You must add a comment during this Check-Out step to record an explanation of service.

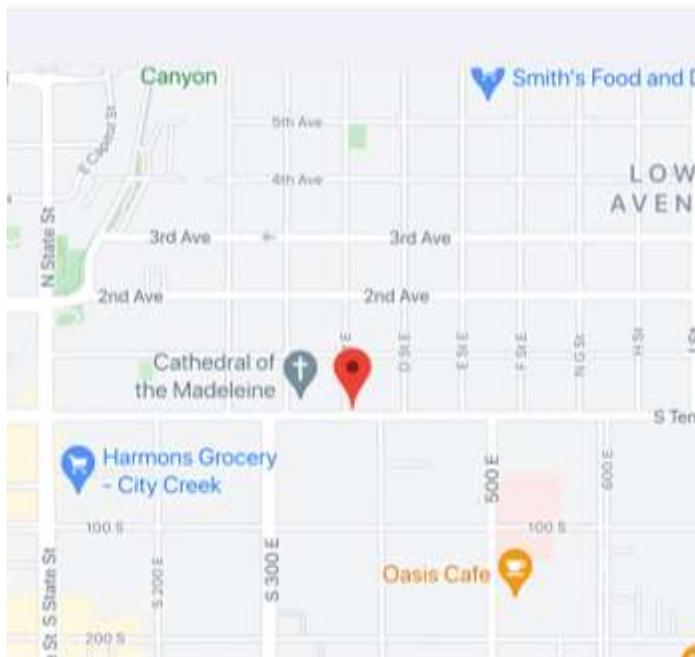
Required: Record the explanation of service during this Check-Out step in the Comment box.

← Back Check-Out Submit

Location 13 C Street East, Salt Lake City, UT 84103, USA >

Comment

0/200

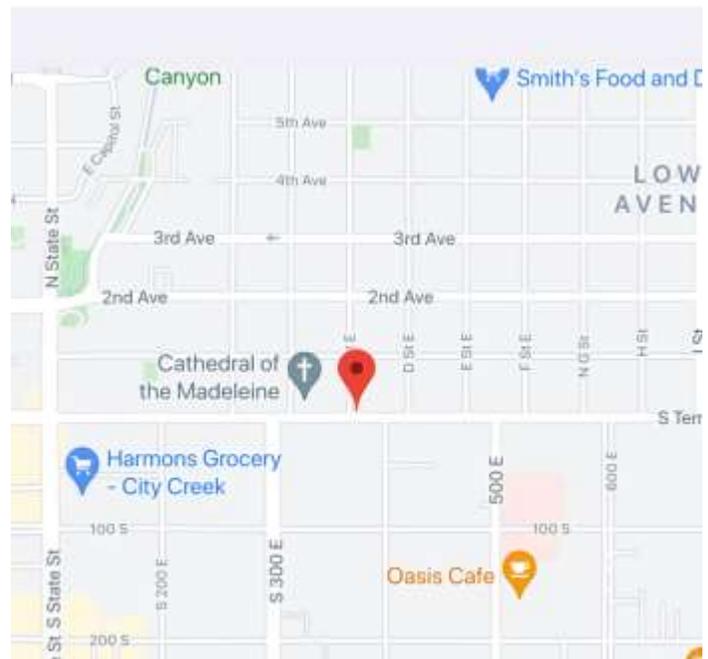


← Back Check-Out Submit

Location 13 C Street East, Salt Lake City, UT 84103, USA >

Required: Employees must use check-out comment. Record Explanation of Services.

80/200



Click on Submit on the upper right-hand corner. The message will appear:

“Check-Out has been successful.”

When clocking out, although not currently required, it is best practice for the employer to verify that entry “on the spot” within 15 minutes of the employee clocking out.

Your employer will have a 15-minute window to complete signature verification.

The employee will select the completed entry to access the Agenda Record.

The screenshot shows a mobile application interface for an "Agenda Record" on March 21, 2019. At the top, there is a back arrow and the title "Agenda Record" with the date. Below this is a profile card for "Alexander Miller", a "Personal Care Assistance/T1019" worker at "1st Street" from "2:30 PM - 3:30 PM". The card includes a gold person icon, a blue information icon, and a unique ID "SCH-DEMO-HSYANTBUJBBEJ".

The main content area is divided into sections:

- CHECK-IN (MOBILE):** This section contains a "Time" field with the value "03/21/2019 02:30 PM", a "Location" field with the value "123 Main Street, Anytown, CT 12345" and a right-pointing arrow, and a "Comment" field with the text "Checked in site."
- CHECK-OUT:** This section contains a blue "Check-Out" button.
- COMMENT:** This section contains a blue "Add a comment" button.
- VERIFICATION:** This section contains a blue "Verify" button.

Click on the Verify button to record a signature for verification.

Your employer will select Signature, and a page will appear where the employer can sign.

< Back **Agenda Record**
Jan 05, 2020

CHECK-OUT (MOBILE)

Time 01/05/2020 11:00 AM

Address 123 Main Street,
Anytown, CT 12345, USA >

Cor
Ch
Ch

Verification
Please choose your verification
method from below

Signature

Voice

Later

COMM

Thi

Edit

VERIFICATION

Verify

< Back Signature Clear

[Handwritten Signature]

Submit

Click the Submit button to record the signature.

The Verified with Signature message will appear on top of the Agenda Record page.

Verified schedules will have a green check mark on the Agenda List.

Verified with Signature

Agenda Record
Jan 05, 2020

 Verified with Signature

 **Ethan Williams**
ID# 12345
10:00 AM - 11:00 AM
SCH-DEMO-HEY4N8EYNYUL9

Service 1: Adult Day Training / 00T79
Service 2: Personal Care Assistance / T1020
Service 1 Duration: 20 (Minutes)
Service 2 Duration: 40 (Minutes)
Program: 1st Street
Billable: Yes
IVR Phone: 111-111-1111
Start Address: 123 Main Street, Anytown, CT 12345, USA
End Address: 123 Main Street, Anytown, CT 12345, USA

CHECK-IN (MOBILE)

Time 01/05/2020 10:00 AM

Address 123 Main Street, Anytown, CT 12345, USA

Comment
Checked in to the service site.

CHECK-OUT (MOBILE)

Time 01/05/2020 11:00 AM

Address 123 Main Street, Anytown, CT 12345, USA

Comment
Checking out from site.

Agenda List Today

Jan 05, 2020

8:00 AM Evans, Tyler
Adult Day Training / 00T79
10th Street
8:00 AM - 9:00 AM

 **10:00 AM** Williams, Ethan
ID# 12345
Adult Day Training / 00T79
Personal Care Assistance / T1020
1st Street
10:00 AM - 11:00 AM

1:00 PM Smith, Jacob
Physical Therapy/97111
11th Street
1:00 PM - 2:00 PM

Self Check-In

Android (Google Play)

How to use the Therap App

Log into the app, at the start and end of each shift, using the login information and agree to the Timesheet Certification Disclosure.

Signup Agreement

[Timesheet Certification Disclosure 2021](#)

I certify, under penalty of removal from the program, prosecution and repayment of funds, that this is an accurate record of services provided. I also agree to previously established rate(s) of pay.

callen

.....

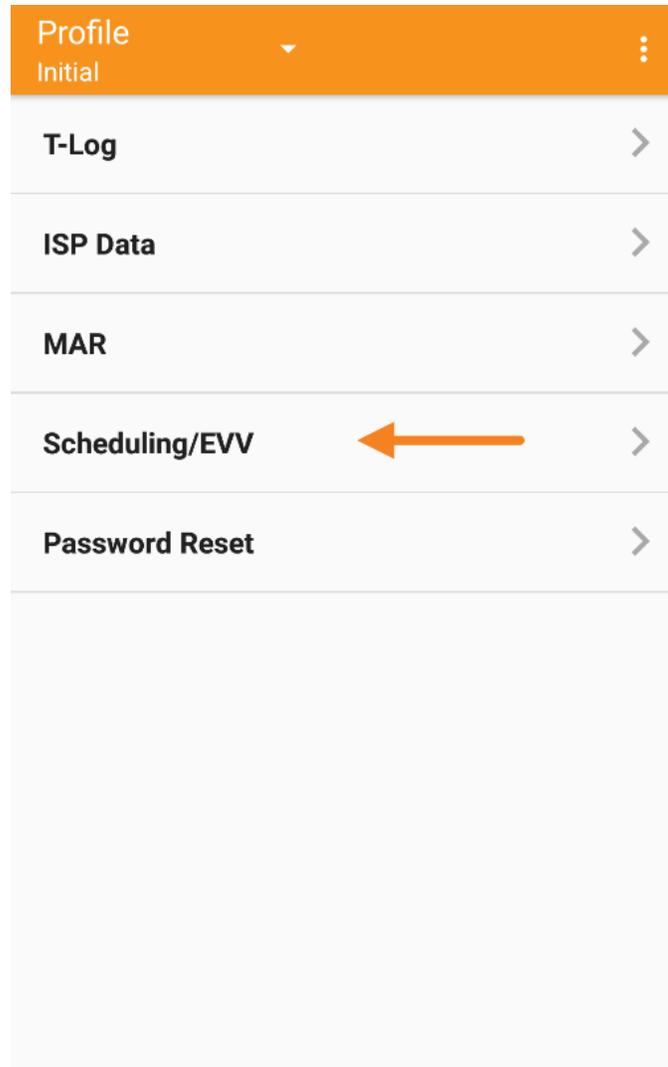
DEMO-TH

Login

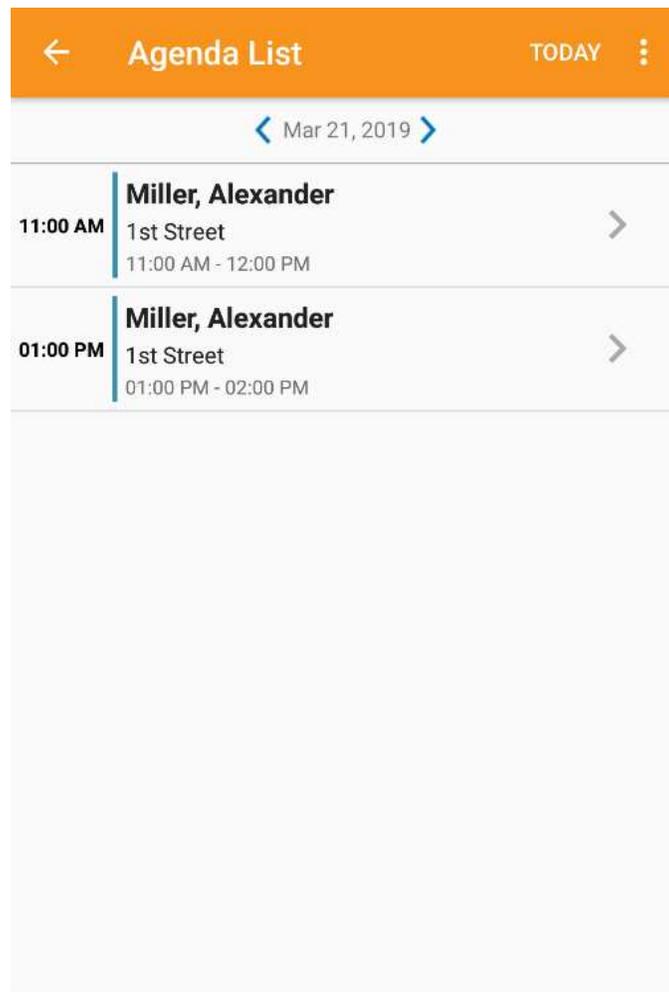
[I Disagree](#) | [I Agree](#)

Location settings must be enabled on the mobile device you are using.

On the main menu select: **Scheduling/EVV**>

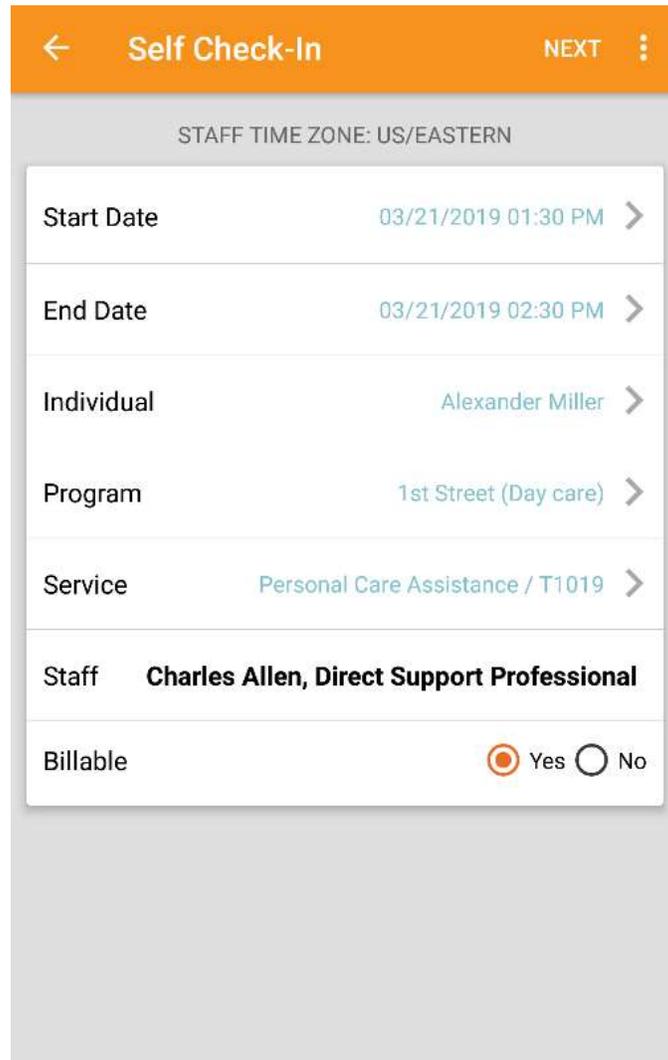


At the bottom of the next screen,
click: “Self Check-In”



 Self Check-In

The app will auto-fill the Start Date & Time.



← Self Check-In NEXT ⋮

STAFF TIME ZONE: US/EASTERN

Start Date	03/21/2019 01:30 PM	>
End Date	03/21/2019 02:30 PM	>
Individual	Alexander Miller	>
Program	1st Street (Day care)	>
Service	Personal Care Assistance / T1019	>
Staff	Charles Allen, Direct Support Professional	
Billable	<input checked="" type="radio"/> Yes <input type="radio"/> No	

An End Time is auto filled, but only as a placeholder.

Click **Individual**>

Select your client from the list.

Click **Program**>

Select Leonard Consulting LLC.

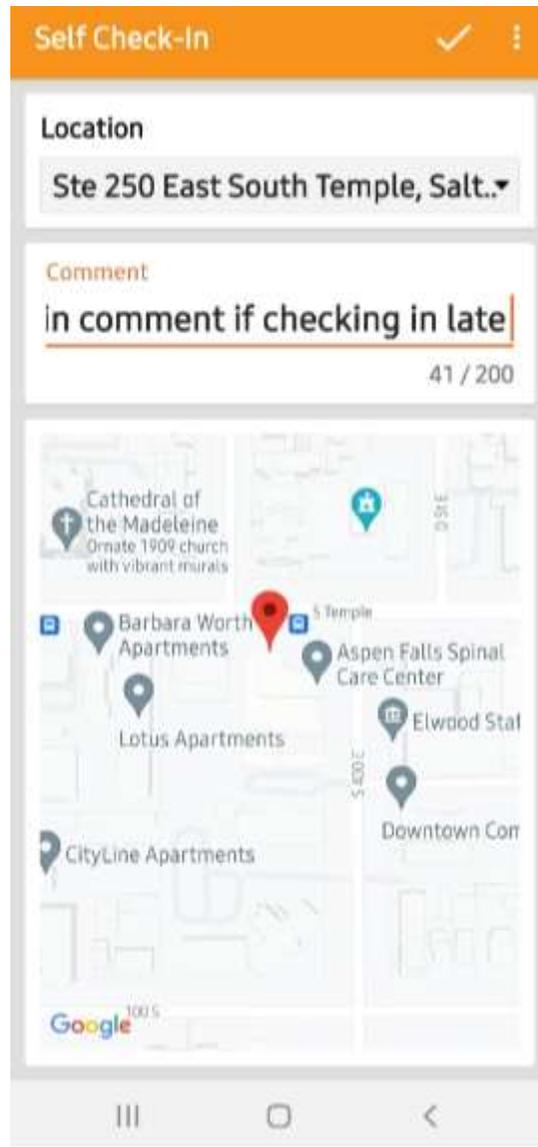
Click **Service**>

Select the Service Code you will work.

Click “Next” (Top Right corner) and
verify the address.

Click the check mark to record the address.

NOTE: If the address is not showing, please see the FAQs at the end of this guide.



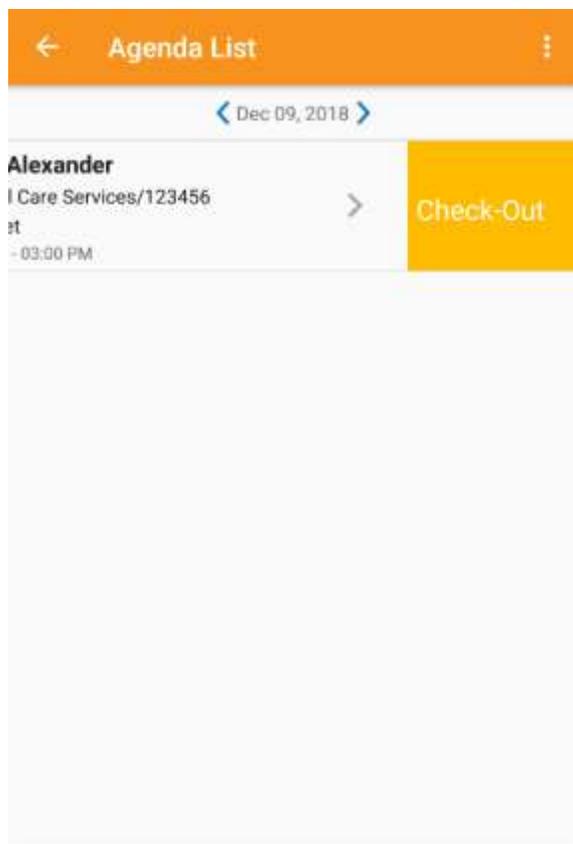
The message will appear:

“Check-In has been successful.”

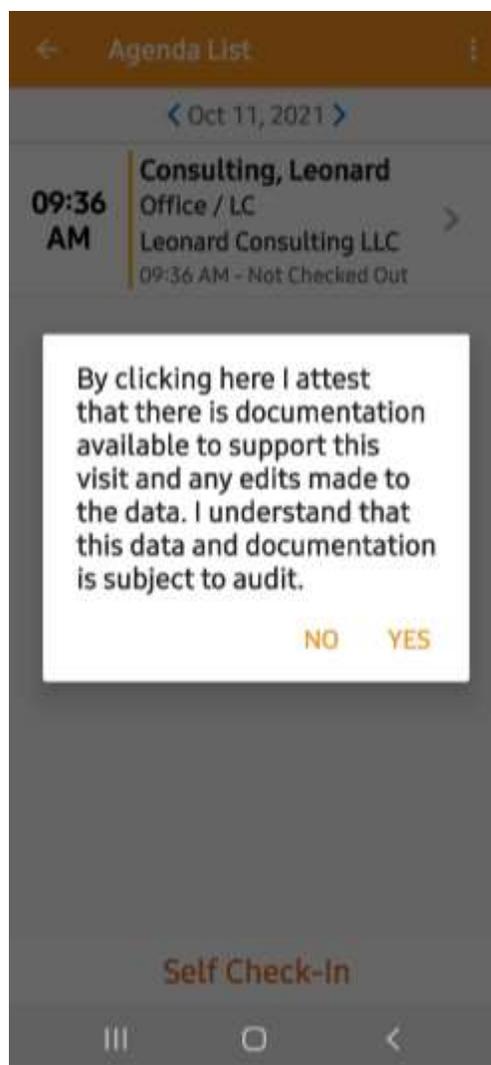
Select OK to record the start time and begin your shift.

To Check-Out: Log into the app.

Swipe left on the time entry to check out and click Yes to agree to the Attestation notice.



Self Check-In

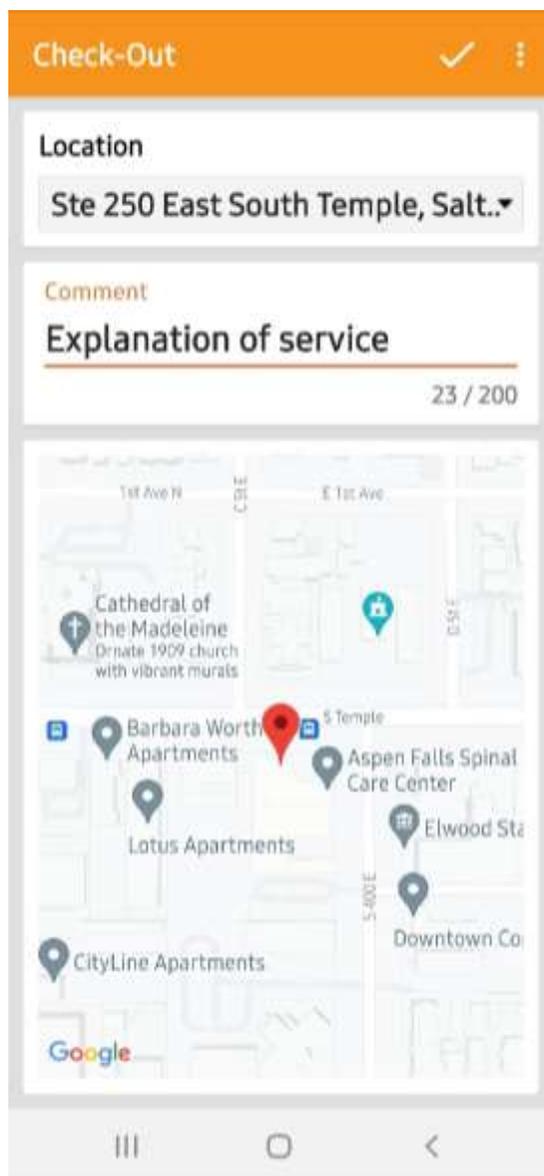


Self Check-In

On the next screen you will see the check-out location, and a Comment box.

You must add a comment during this Check-Out step to record an explanation of service.

Required: Record the explanation of service during this Check-Out step in the Comment box.



Click the check mark on the upper right-hand corner to complete the check-out.

The message will appear:

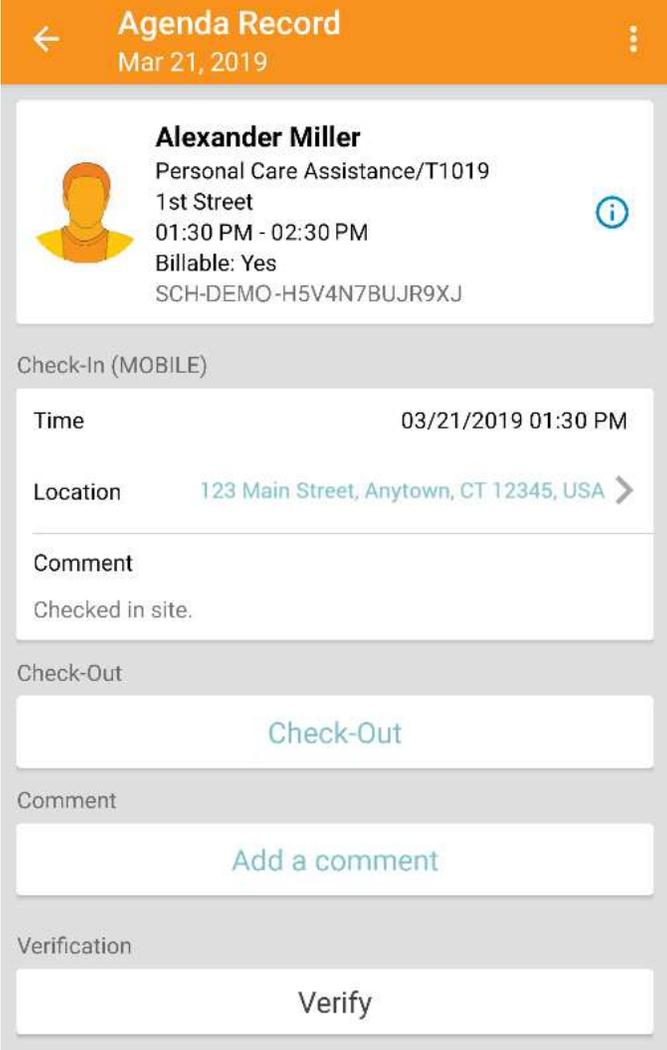
“Check-Out has been successful.”

Click OK to continue.

When clocking out, although not currently required, it is best practice for the employer to verify that entry “on the spot” within 15 minutes of the employee clocking out.

Your employer will have a 15-minute window to complete signature verification.

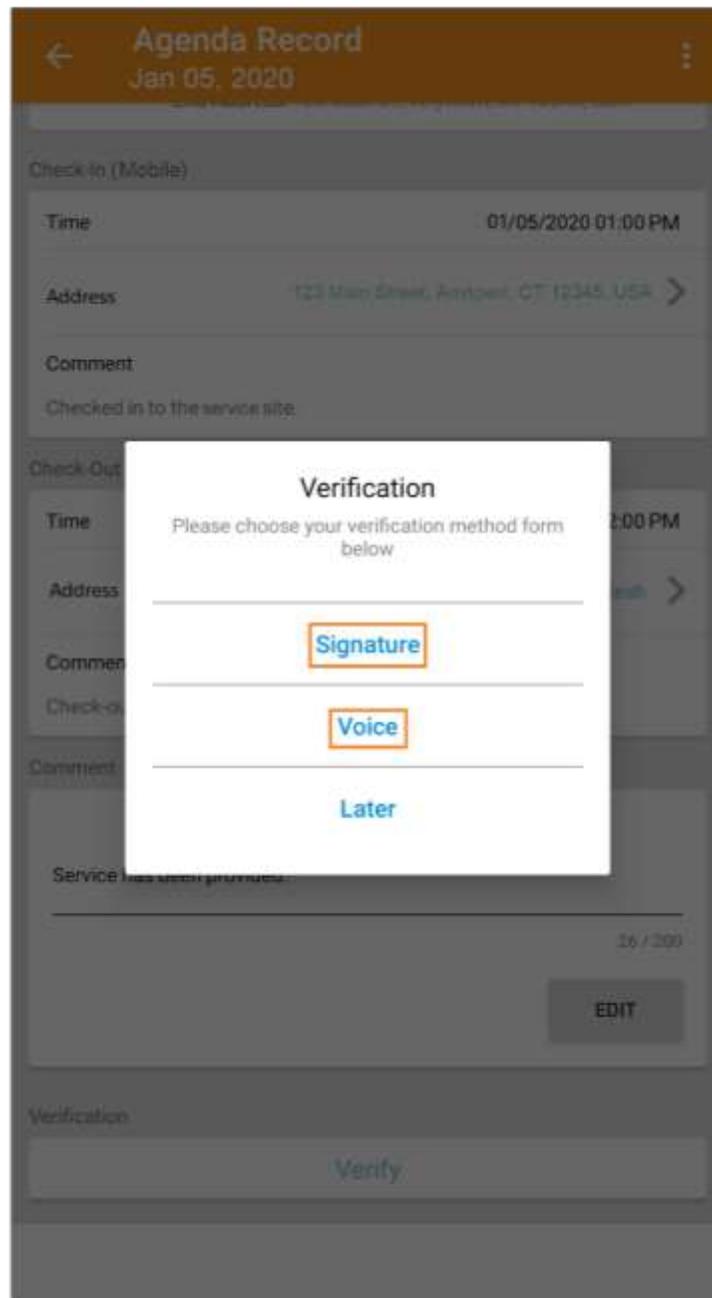
The employee will select the completed entry to access the Agenda Record.

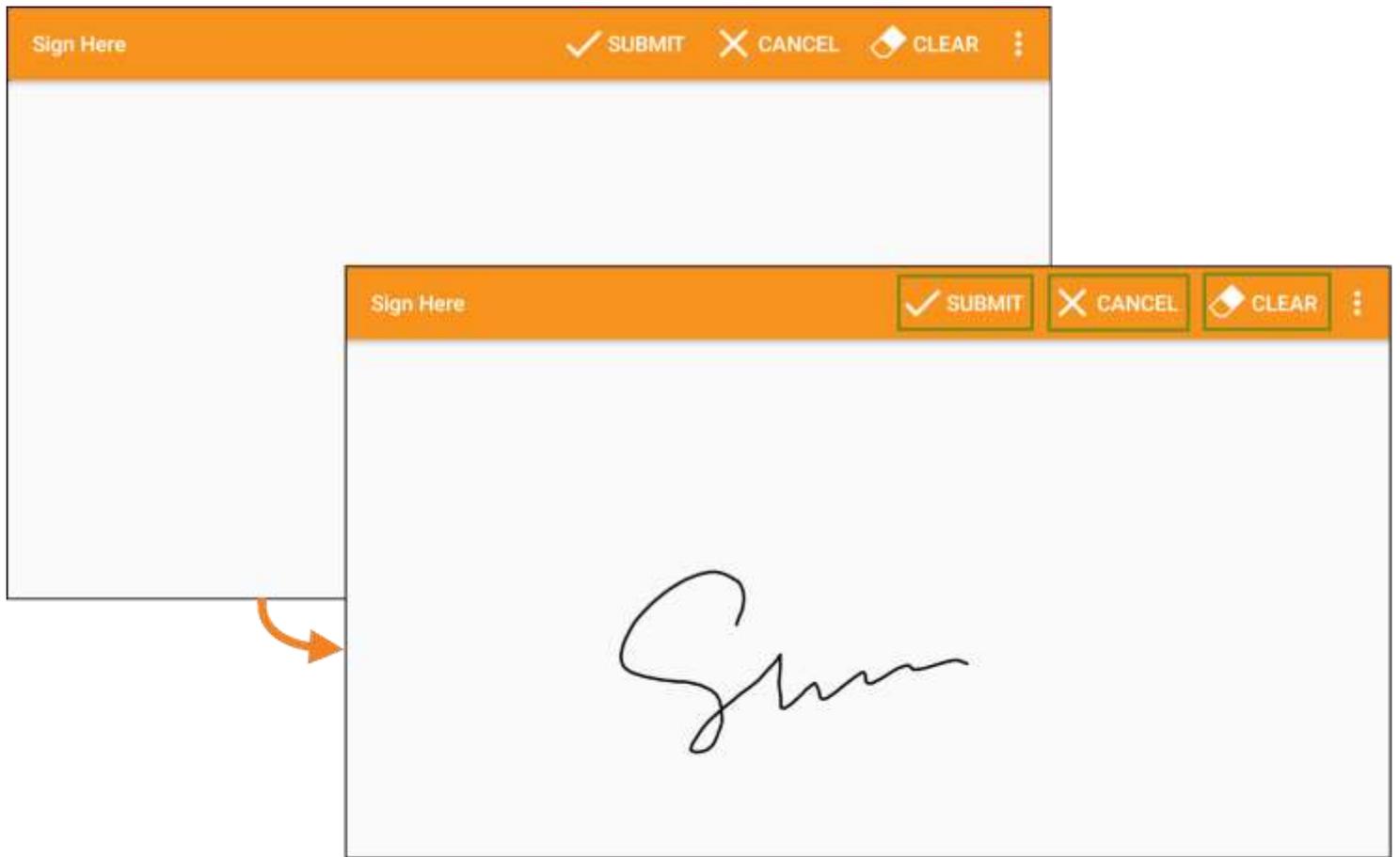


The screenshot shows a mobile application interface for an "Agenda Record" on March 21, 2019. At the top, there is an orange header with a back arrow, the title "Agenda Record", and the date "Mar 21, 2019". Below the header is a card for "Alexander Miller", a Personal Care Assistance worker. The card includes a placeholder profile picture, the name "Alexander Miller", job title "Personal Care Assistance/T1019", address "1st Street", time "01:30 PM - 02:30 PM", and status "Billable: Yes". A blue information icon is on the right. Below the card is a "Check-In (MOBILE)" section with fields for "Time" (03/21/2019 01:30 PM) and "Location" (123 Main Street, Anytown, CT 12345, USA). A "Comment" field contains the text "Checked in site.". Below that is a "Check-Out" section with a "Check-Out" button. A "Comment" field has an "Add a comment" button. At the bottom is a "Verification" section with a "Verify" button.

Click on the Verify button to record a signature for verification.

Your employer will select Signature, and a page will appear where the employer can sign.



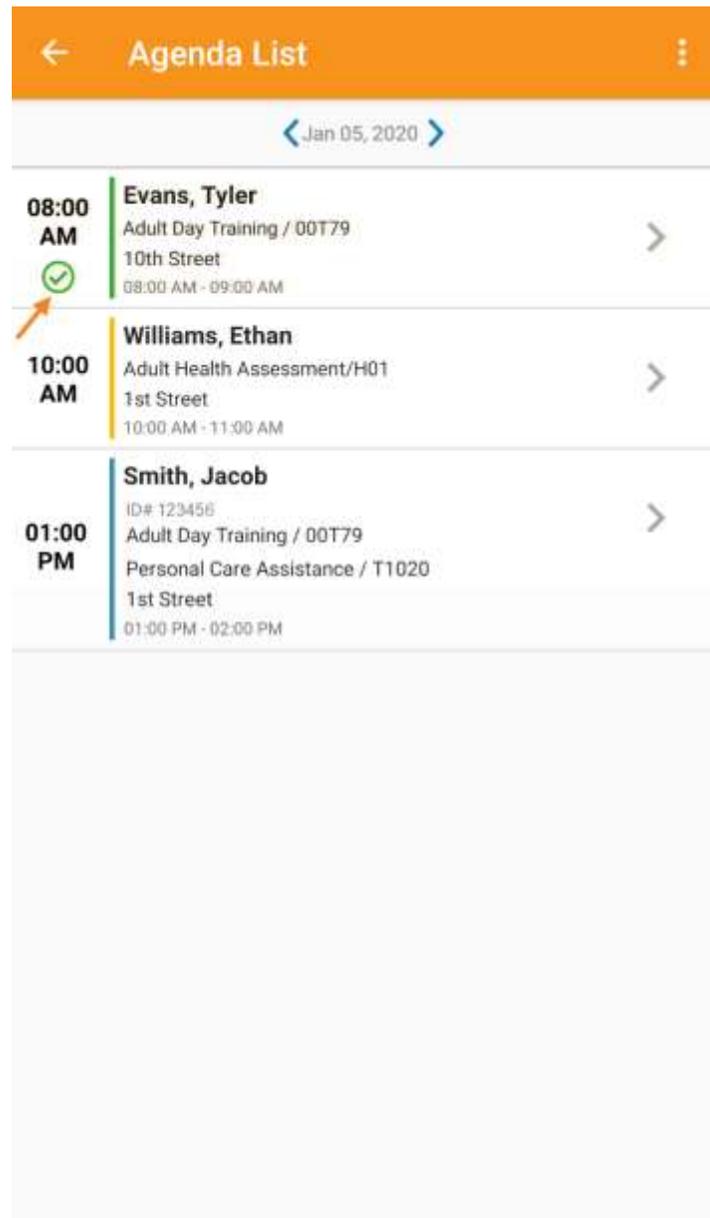


Click the Submit button to record the signature.

The Verified with Signature message will appear on top of the Agenda Record page.

Verified schedules will have a green check mark on the Agenda List.

 Verified with Signature



The screenshot shows a mobile application interface for an 'Agenda List'. At the top, there is an orange header bar with a back arrow, the text 'Agenda List', and a menu icon. Below the header is a date selector showing '< Jan 05, 2020 >'. The main content area lists three agenda items, each with a time slot, a name, and details. The first item, 'Evans, Tyler' at 08:00 AM, has a green checkmark icon to its left, which is highlighted by an orange arrow. The second item, 'Williams, Ethan' at 10:00 AM, and the third item, 'Smith, Jacob' at 01:00 PM, do not have checkmarks. Each item has a right-pointing chevron icon. The background of the list items is light gray.

Time	Name	Details	Verified
08:00 AM	Evans, Tyler	Adult Day Training / 00T79 10th Street 08:00 AM - 09:00 AM	Yes
10:00 AM	Williams, Ethan	Adult Health Assessment/H01 1st Street 10:00 AM - 11:00 AM	No
01:00 PM	Smith, Jacob	ID# 123456 Adult Day Training / 00T79 Personal Care Assistance / T1020 1st Street 01:00 PM - 02:00 PM	No

Self Check-In

FAQs

What is EVV?

EVV stands for Electronic Visit Verification. With the enactment of the 21st Century CURES Act to mandate Electronic Visit Verification for documenting personal care and home health care services, providers are required to fulfill EVV compliance requirements outlined in Section 12006 of the CURES Act, including verification of type of service performed, individual receiving services, date of service, location of service delivery, individual providing services and time the service begins and ends.

What if I forget to check in or check out?

If you forget to check in, it's best to do so as soon as you remember. When checking in, record a comment indicating the actual time that you arrived and the location where your shift began. This will allow your employer to modify your time later. There is an 18-hour window for check-in and check-out. If you don't realize you forgot until it's too late, you will need review the needed corrections with your employer. Your employer will need to manually enter these missed entries into Therap.

Why can't I edit the end time of the shift when checking in?

Therap will provide a placeholder for the check-out time. This is based on the default slot duration Leonard Consulting has set, which is one (1) hour. When you actually check out, the default slot time will be replaced by your actual check-out time.

What if I can't log in to Therap?

When attempting to log into Therap using the mobile app with incorrect information, you may get a message stating, "Incorrect Username/Password or User Account is Disabled." Double-check that your login name, password and provider code are correct and try again. A Leonard Consulting admin can reset your password. If you have configured self-password reset for your account, you can go to the Therap login page from a web browser and use the "forgot password" option to retrieve your password via email.

I'm an employer, and I cannot log into Therap?

Employers have access to Therap and must review and verify their employee's Therap entries through the Therap web portal. The Employer User Guide and video tutorials can be found here:

<http://leonardconsultingllc.com/EVV.html>

The app is not listing my current location correctly, what should I do?

Use the drop-down menu on the address line to select an alternative possible address. The address does not have to be exact.

Will the app track my location at all times?

No. The app will only record your location when checking in or checking out.

Do I need to check in and out from the client's residence because of the app?

No. You can check in/out at the client's school, a park, or any location when you are beginning and ending your shift.

My individual, program or service isn't showing up, what should I do?

You will need to contact the administrators at Leonard Consulting.

Will the app record my overnight shift accurately?

It is possible to self-check in one day and check out the following day. The slot time will indicate an end time of 12:00 am, but the check-out time will be accurate.

How should I handle shifts that are 24 hours or longer?

You will need to check in and out more than once. We recommend checking out and back in before the 18-hour app limit, or before an overnight shift.

How do I record RP7 or working for multiple clients?

When working for multiple clients, you will need to do separate check-ins for each client. The federal EVV law requires that both the individual and the service be connected to the check-in.

How does an employee change between different codes, while working the same shift?

If you are switching service codes during a shift, you will need to check out of one service code and check in with the other.

How can I know what entries need to be corrected by my employer?

In the app, review entries recorded on the Agenda List. Employees use the arrows to toggle to previous entries. Entries highlighted with the yellow bar are missing a check out or a totally blank day will show, if an entire clock-in/out was missed.

Does using the EVV/Therap App replace paper timesheets?

Starting with employee time worked October 1, 2021, we will no longer accept paper timesheets for employees required to do Therap. However, if an employee(s) has submitted a completed EVV live-in exemption form to Leonard Consulting and qualify for an exemption, please have those specific qualified employee(s) continue submitting paper timesheets.

My employee does not have access to a Smartphone or Tablet. Can they use the online web portal?

Employees can log into the app from any smartphone or tablet that has the app downloaded and installed. If absolutely needed, the employee can use the online web portal. Go to therapservices.net to log in online. On the Schedule box, click View/Check-In. Click on the Self Check-In box and select your Individual, Program and Service. You will need to add the address/location when checking in and checking out.

My employer verified, in the moment, every shift I completed. Does my employer need to complete the end of pay period certification?

Yes. All entries must be reviewed and certified through the Therap Web Portal by the employer at the end of the pay period.

Does my employer need to log in to certify or correct incorrect entries?

Payroll is processed from correct clock in/out entries, and will be paid from what is recorded through Therap. Employees will not be paid if there are missing clock out entries. Delays in accurately recording needed edits in the Therap web portal, and the final pay period certification by the employer may result in the delay of the employee's payroll.

I don't have access to the internet. What should I do?

In the very rare case when there is no internet access by either the client or the employee, please contact your support coordinator to request a Therap Fob to be EVV compliant and receive additional training.

Find the Full Therap Apple App Guide Here:

https://help.therapservices.net/app/answers/detail/a_id/2929

Find the Full Therap Android App Guide Here:

https://help.therapservices.net/app/answers/detail/a_id/3283/